Section 3

Provisioning Performance

(PR)

Function	Number of Sub-metrics
PR-1 Average Interval Offered	10
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PR-3 Completed within Specified Number of Days (1-5 Lines)	11
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PR-6 Installation Quality	3
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PR-8 Open Orders in a Hold Status	2
PR-9 Hot Cut Performance	3

Function:
PR-1 Average Interval Offered

Definition:

This metric measures the average interval offered for completed and cancelled orders. For **POTS and Specials**, the Average Interval Offered is also known as the Average Appointed Interval. The average number of business days between order application date and committed DD (appointment date). The application date is the date that a valid service request is received. **Note:** Orders received after 5:00PM are counted as received the next business day.

Complex Orders include: 2-Wire Digital Services (ISDN) and 2-Wire xDSL Loops and line sharing.

Specials Orders include: All Designed circuits, 4-Wire circuits (including Primary rate ISDN and 4-Wire xDSL services), all DS0, DS1, and DS3 circuits. EEL and IOF are reported separately.

Trunks: The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and DD committed to from FOC. Measures service orders completed between the measured dates.

Notes:
(1) The offered intervals for cancelled orders are counted in the month during which the cancellation occurs.
(2) Sub-metrics reported according to line size groupings will be based on the total lines in the orders.

Exclusions:

- VZ Test Orders.
- Orders where customers request a due date (DD) that is beyond the standard available appointment interval. (X Appointment Code[17]).
- Verizon Administrative orders.
- Orders with invalid intervals *(e.g. Negative intervals or intervals over 200 business days – indicative of typographical error).*
- Additional segments (pages or sections on individual orders) on orders (parts of a whole order are included in the whole).
- Retail Suspend for non-payment and associated restore orders.
- Orders that have neither completed nor been cancelled.
- Orders requiring manual loop qualification.
    Note: 2-wire xDSL orders that require manual loop qualification have an **R** populated in the *Required* field of the LR (indicating that a manual loop qualification is required).
- Disconnects are excluded from all sub-metrics *except* sub-metric PR-1-12 which measures disconnects.

Performance Standard:

Parity with VZ Retail. Except for xDSL Loops and xDSL Line sharing – No standard. The published interval for one (1) to five (5) xDSL loops is six (6) business days (pre-qualified)
Refer to the Verizon web-site documented in Appendix L for the specific intervals offered for products and services.

Report Dimensions	
Company:	Geography:
• VZ Retail	• POTS and Complex: Philadelphia, Eastern-South, Eastern-North, Central, Western and South-State
• VADI [18]	• Specials & Trunks: Pennsylvania State

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[17] Orders that are or should be X, S appointment coded. Effective 2/00, VZ will automate appointment coding when orders are received via LSOG4. CLECs that are not using LSOG4 are responsible to perform the X coding.

• CLEC Aggregate [19] • CLEC Specific	

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[18] Reported for DSL metrics only
[19] Excludes Verizon Advanced Data Incorporated

Sub-Metrics – PR-1 Average Interval Offered

PR-1-01	Average Interval Offered – Total No Dispatch		
Products	Retail/VADI: • POTS: Residence • POTS: Business • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials	Resale: • POTS: Residence • POTS: Business • 2-Wire Digital Services • Specials	UNE: • POTS – Hot Cut Loop • POTS – Platform • POTS – Other (UNE Switch & INP) • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials
Calculation	**Numerator**		**Denominator**
	Sum of committed DD minus the application date for orders without an outside dispatch in product groups.		Number of orders without an outside dispatch in product groups.
PR-1-02	Average Interval Offered – Total Dispatch		
Products	Retail/VADI: • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials	Resale: • 2-Wire Digital Services • Specials	UNE: • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials
Calculation	**Numerator**		**Denominator**
	Sum of committed DD minus application date for orders with an outside dispatch in product groups.		Number of orders with an outside dispatch in product groups.
PR-1-03	Average Interval Offered – Dispatch one (1) to five (5) Lines		
Products	Retail: • POTS: Residence • POTS: Business	Resale: • POTS: Residence • POTS: Business	UNE: • POTS – Platform • POTS – Loop
Calculation	**Numerator**		**Denominator**
	Sum of committed DD minus application date for POTS orders with an outside dispatch in product groups for orders with one (1) to five (5) lines.		Number of POTS orders with an outside dispatch in product groups for orders with one (1) to five (5) lines.
PR-1-04	Average Interval Offered – Dispatch six (6) to nine (9) Lines		
Products	Retail: • POTS – Total	Resale: • POTS – Total	UNE: • POTS – Platform • POTS – Loop
Calculation	**Numerator**		**Denominator**
	Sum of committed DD minus application date for POTS orders with an outside dispatch in product groups for orders with six (6) to nine (9) lines.		Number of POTS orders with an outside dispatch in product groups for orders with six (6) to nine (9) lines.

Sub-Metrics – PR-1 Average Interval Offered (continued)			
PR-1-05	**Average Interval Offered – Dispatch (≥ 10 Lines)**		
Products	Retail: • POTS - Total	Resale: • POTS – Total	UNE: • POTS – Platform • POTS – Loop
Calculation	**Numerator**		**Denominator**
	Sum of committed DD minus application date for POTS orders with an outside dispatch in product groups for orders with 10 or more lines.		Number of POTS orders with an outside dispatch in product groups for orders with 10 or more lines.
PR-1-06	**Average Interval Offered – DS0**		
Products	Retail: • Specials	Resale: • Specials	UNE: • Specials
Calculation	**Numerator**		**Denominator**
	Sum of committed DD minus application date for Special Services orders for DS0 services.		Number of Special Services orders for DS0 services.
PR-1-07	**Average Interval Offered – DS1**		
Products	Retail: • Specials	Resale: • Specials	UNE: • Specials
Calculation	**Numerator**		**Denominator**
	Sum of committed DD minus application date for Special Services orders for DS1 services.		Number of Special Services orders for DS1 services.
PR-1-08	**Average Interval Offered – DS3**		
Products	Retail: • Specials	Resale: • Specials	UNE: • Specials
Calculation	**Numerator**		**Denominator**
	Sum of committed DD minus application date for Special Services orders for DS3 services.		Number of Special Services orders for DS3 services.
PR-1-09	**Average Interval Offered – Total**		
Products	Retail: • IXC FGD Trunks	UNE: • IOF • EEL – Backbone • EEL – Loop	CLEC Trunks: • Interconnection Trunks (≤ 192 Trunks) • CLEC Trunks (> 192 and Unforecasted Trunks)
Calculation	**Numerator**		**Denominator**
	Sum of committed DD minus application date for product group orders.		Number of orders for product group.
PR-1-10 & 11	**Metric not in use in PA**		

Sub-Metrics – PR-1 Average Interval Offered (continued)		
PR-1-12	**Average Interval Offered – Disconnects**	
Products	Retail: • POTS (including Complex) • Specials	Resale: • POTS (including Complex) • Specials	UNE: • POTS (including Complex) • Specials
Calculation	**Numerator**	**Denominator**	
	Sum of committed DD minus application date for product group disconnect (D & F) orders.	Number of orders for product group.	

Function:

PR-2 Average Interval Completed

Definition:

This metric measures the average interval completed. The Average Interval completed for POTS and Specials is the average number of business days between order application date and actual work completion date. The application date is the date that a valid service request is received. **Note:** Orders received after 5:00PM are counted as received the next business day.
Coordinated Cut-over (Hot Cut) Loop orders are considered complete according to definition documented in the PR-9 Hot Cut metric section of this document.

DSL Loops are considered complete according to definition documented in the PR-4 metric section of this document.

Average Interval Completed Trunks: The Average Interval Completed for Trunks is the amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and the date the order is completed and the customer is notified. Measures service orders **completed** between the measured dates.

Note:
(1) Sub-metrics reported according to line size groupings are based on the total lines in the orders.

Exclusions:

- VZ Test Orders
- Orders where customers request a DD that is beyond the standard available appointment interval. (X Appointment Code).
- Verizon Administrative orders
- Orders with invalid intervals *(e.g. Negative Intervals or intervals over 200 business days – indicative of typographical error).*
- Additional Segments on orders (parts of a whole order are included in the whole).
- Orders that are not complete. (Orders are included in the month they are completed).
- Suspend for non-payment and associated restore orders.
- Orders completed late due to any end-user or CLEC caused delay.
- Orders requiring manual loop qualification
  Note: 2-wire xDSL orders that require manual loop qualification have an **R** populated in the *Required* field of the LR (indicating that a manual loop qualification is required).
- Trunks orders where the customer desired due dates are > 18 days.
- Disconnects are excluded from all sub-metrics *except* sub-metric PR-2-18 which measures disconnects.

Performance Standard:

Parity with VZ Retail. Except for xDSL Loops and xDSL Line sharing – No standard. The published interval for one (1) to five (5) xDSL loops is six (6) business days (pre-qualified).
Refer to the Verizon web-site documented in Appendix L for intervals on specific products and services.

Report Dimensions

Company:	Geography:
• VZ Retail	• POTS and Complex: Philadelphia, Eastern-South,
• CLEC Aggregate	Eastern-North, Central, Western and South-State
• CLEC Specific	• Specials & Trunks: Pennsylvania State

Sub-Metrics – PR-2 Average Interval Completed			
PR-2-01	**Average Interval Completed – Total No Dispatch**		
Products	Retail: • POTS: Residence • POTS: Business • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials	Resale: • POTS: Residence • POTS: Business • 2-Wire Digital Services • Specials	UNE: • POTS – Hot Cut Loop • POTS – Platform • POTS – Other (UNE Switch & INP) • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials
Calculation	**Numerator**		**Denominator**
	Sum of the completion date minus the application date for orders without an outside dispatch in product groups.		Number of orders without an outside dispatch in product groups.
PR-2-02	**Average Interval Completed – Total Dispatch**		
Products	Retail/VADI • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials	Resale: • 2-Wire Digital Services • Specials	UNE: • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials
Calculation	**Numerator**		**Denominator**
	Sum of completion date minus the application date for orders with an outside dispatch in product groups.		Number of orders for orders with an outside dispatch in product groups.
PR-2-03	**Average Interval Completed – Dispatch one (1) to five (5) Lines**		
Products	Retail: • POTS: Residence • POTS: Business	Resale: • POTS: Residence • POTS: Business	UNE: • POTS – Platform • POTS – Loop
Calculation	**Numerator**		**Denominator**
	Sum of completion date minus the application date for POTS orders with one (1) to five (5) lines with an outside dispatch in product groups.		Number of orders for POTS orders with one (1) to five (5) lines with an outside dispatch in product groups.
PR-2-04	**Average Interval Completed – Dispatch six (6) to nine (9) Lines**		
Products	Retail: • POTS – Total	Resale: • POTS – Total	UNE: • POTS – Platform • POTS – Loop
Calculation	**Numerator**		**Denominator**
	Sum of completion date minus the application date for POTS orders with six (6) to nine (9) lines with an outside dispatch in product groups.		Number of orders for POTS orders with six (6) to nine (9) lines with an outside dispatch in product groups.

Sub-Metrics – PR-2 Average Interval Completed(continued)

PR-2-05	Average Interval Completed – Dispatch ≥ 10 Lines		
Products	Retail: • POTS – Total	Resale: • POTS – Total	UNE: • POTS – Platform • POTS – Loop
Calculation	**Numerator**		**Denominator**
	Sum of completion date minus the application date for POTS orders with 10 or more lines with an outside dispatch in product groups.		Number of orders for POTS orders with 10 or more lines with an outside dispatch in product groups.
PR-2-06	Average Interval Completed – DS0		
Products	Retail: • Specials	Resale: • Specials	UNE: • Specials
Calculation	**Numerator**		**Denominator**
	Sum of completion date minus application date for Special Services DS0 orders.		Number of orders for Special Services DS0 orders.
PR-2-07	Average Interval Completed – DS1		
Products	Retail: • Specials	Resale: • Specials	UNE: • Specials
Calculation	**Numerator**		**Denominator**
	Sum of completion date minus application date for Special Services DS1 orders.		Number of orders for Special Services DS1 orders.
PR-2-08	Average Interval Completed – DS3		
Products	Retail: • Specials	Resale: • Specials	UNE: • Specials
Calculation	**Numerator**		**Denominator**
	Sum of completion date minus application date for Special Services DS3 orders.		Number of orders for Special Services DS3 orders.
PR-2-09	Average Interval Completed – Total		
Products	Retail: • IXC FGD Trunks (≤ 192 Trunks) • IXC FGD Trunks (> 192 & Unforecasted Trunks)	UNE: • IOF • EEL – Backbone • EEL – Loop	CLEC Trunks: • Interconnection Trunks (≤ 192 Trunks) • CLEC Trunks (> 192 and Unforecasted Trunks)
Calculation	**Numerator**		**Denominator**
	Sum of completion date minus the application date for orders within product groups.		Number of orders for orders within product groups.
PR-2-10 to 17	Metrics not in use in PA		
PR-2-18	Average Interval Completed – Disconnects		
Products	Retail: • POTS (including Complex) • Specials	Resale: • POTS (including Complex) • Specials	UNE: • POTS (including Complex) • Specials
Calculation	**Numerator**		**Denominator**
	Sum of due date minus the completion date for disconnect (D&F) orders within product group.		Number of disconnect orders for product group.

Function:

PR-3 Completed within Specified Number of Days (1-5 Lines)

Definition:

This metric measures the percent of POTS orders with five (5) or fewer lines completed in specified number (by metric) of business days, between application and work completion dates. The application date is the date (day zero (0)) that a valid service request is received. **Note:** Orders received after 5:00PM are counted as received the next business day.

Exclusions:

- VZ Test Orders.
- Disconnect Orders.
- Orders where customers request a DD beyond the standard available appointment interval. (X, S Appointment Code).
- Verizon Administrative orders.
- Orders with invalid intervals *(e.g. Negative Intervals or intervals over 200 business days – indicative of typographical error).*
- Additional Segments on orders (parts of a whole order are included in the whole).
- Orders that are not complete. (Orders are included in the month that they are complete).
- Suspend for non-payment and associated restore orders.
- Orders completed late due to any end-user or CLEC caused delay.
- Coordinated cut-over Unbundled Network Elements such as loops or number portability orders.
- 2 wire xDSL orders that require a manual loop qualification.
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    Note: 2-wire xDSL orders that require manual loop qualification have an **R** populated in the *Required* field of the LSR (indicating that a manual loop qualification is required).
- Orders missed due to facility reasons.

Performance Standard:

Parity with VZ Retail.
Refer to the Verizon web-site documented in Appendix L for information on specific products and services.
PR-3-10 (xDSL Loops) – 95%
PR-3-03 (xDSL Line sharing) Parity with VADI

Report Dimensions

Company:	Geography:
• VZ Retail	• POTS: Philadelphia, Eastern-South, Eastern-North, Central, Western and Pennsylvania-State
• CLEC Aggregate	
• CLEC Specific	

Sub-Metrics			
PR-3-01	% Completed in one (1) Day one (1) to five (5) Lines – No Dispatch		
Products	Retail: • POTS – Total	Resale: • POTS – Total	UNE: • POTS – Platform & Other (UNE Switch & INP)
Calculation	Numerator		Denominator
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is one (1) or fewer days.		Number of No Dispatch POTS orders with one (1) to five (5) lines.
PR-3-02	% Completed in two (2) Days one (1) to five (5) Lines – No Dispatch		
Products	Retail: • POTS – Total	Resale: • POTS – Total	UNE: • POTS – Platform & Other (UNE Switch & INP)
Calculation	Numerator		Denominator
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is two (2) or fewer days.		Number of No Dispatch POTS orders with one (1) to five (5) lines.
PR-3-03	% Completed in three (3) Days one (1) to five (5) Lines – No Dispatch		
Products	Retail/VADI: • POTS – Total • 2 Wire XDSL Line sharing [20]	Resale: • POTS – Total	UNE: • POTS – Platform & Other (UNE Switch & INP) • 2 Wire XDSL Line sharing [21]
Calculation	Numerator		Denominator
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is three (3) or fewer days.		Number of No Dispatch POTS orders with one (1) to five (5) lines.
PR-3-04	% Completed in one (1) Day one (1) to five (5) Lines – Dispatch		
Products	Retail: • POTS – Total	Resale: • POTS – Total	UNE: • POTS – Platform & Other (UNE Switch & INP)
Calculation	Numerator		Denominator
	Number of Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is one (1) or fewer days.		Number of Dispatch POTS orders with one (1) to five (5) lines.

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[20] Line sharing intervals are 4 days until 02/28/01 and performance will be measured according to PR-3-07. As of the performance month 03/01/01, Verizon will report line sharing according to the 3 day standard in PR-3-03.

[21] Line sharing intervals are 4 days until 02/28/01 and performance will be measured according to PR-3-07. As of the performance month 03/01/01, Verizon will report line sharing according to the 3 day standard in PR-3-03.

Sub-Metrics PR-3 % Completed within Specified Number of Days (1-5 Lines) (continued)

PR-3-05	% Completed in two (2) Days one (1) to five (5) Lines – Dispatch		
Products	Retail: • POTS – Total	Resale: • POTS – Total	UNE: • POTS – Platform & Other (UNE Switch & INP)
Calculation	**Numerator**		**Denominator**
	Number of Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is two (2) or fewer days.		Number of Dispatch POTS orders with one (1) to five (5) lines.
PR-3-06	% Completed in three (3) Days one (1) to five (5) Lines – Dispatch		
Products	Retail: • POTS – Total	Resale: • POTS – Total	UNE: • POTS – Platform & Other (UNE Switch & INP)
Calculation	**Numerator**		**Denominator**
	Number of Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is three (3) or fewer days.		Number of Dispatch POTS orders with one (1) to five (5) lines.
PR-3-07	% Completed in four (4) Days one (1) to five (5) Lines – Total		
Products	Retail/VADI: • POTS – Total • 2 Wire xDSL line sharing [22]	Resale: • POTS – Total	UNE: • POTS – Platform & Other (UNE Switch & INP) • 2 Wire xDSL line sharing [23]
Calculation	**Numerator**		**Denominator**
	Number of POTS orders with one (1) to five (5) lines where completion date minus application date is four (4) or fewer days.		Number of Dispatch POTS orders with one (1) to five (5) lines.
PR-3-08	% Completed in five (5) days one (1) to five (5) Lines – No Dispatch		
Products (also apply to PR-3-09)	Retail: • POTS – Total	Resale: • POTS – Total	UNE: • POTS – Platform & Other (UNE Switch & INP)
Calculation	**Numerator**		**Denominator**
	Number of POTS orders with one (1) to five (5) lines where completion date minus application date is five (5) or fewer days.		Number of No Dispatch POTS orders with one (1) to five (5) lines.

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[22] Line sharing intervals are 4 days until 02/28/01 and performance will be measured according to PR-3-07. As of the performance month 03/01/01, Verizon will report line sharing according to the 3 day standard in PR-3-03.

[23] Line sharing intervals are 4 days until 02/28/01 and performance will be measured according to PR-3-07. As of the performance month 03/01/01, Verizon will report line sharing according to the 3 day standard in PR-3-03.

Sub-Metrics PR-3 % Completed within Specified Number of Days (1-5 Lines) (continued)			
PR-3-09	**% Completed in five (5) Days one (1) to five (5) Lines – Dispatch**		
Calculation	**Numerator**		**Denominator**
	Number of POTS orders with one (1) to five (5) lines where completion date minus application date is five (5) or fewer days.		Number of Dispatch POTS orders with one (1) to five (5) lines.
PR-3-10	**% Completed in six (6) Days one (1) to five (5) Lines – Total**		
Products	Retail/VADI: • POTS – Total • ISDN (2 wire digital) • 2 wire xDSL - Loops • 2-Wire xDSL - line sharing	Resale: • POTS - Total	UNE: • POTS – Platform & Other (UNE Switch & INP) • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - line sharing
Calculation	**Numerator**		**Denominator**
	Number of orders (by specified product) with one (1) to five (5) lines where completion date minus application date is six (6) or fewer days.		Number of orders (by specified product) with one (1) to five (5) lines.
PR-3-11	**% Completed in nine (9) Days one (1) to five (5) Lines – Total [24]**		
Products	Retail/VADI: • 2 wire xDSL Loops • 2-Wire xDSL - Line Sharing		UNE: • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing
Calculation	**Numerator**		**Denominator**
	Number of orders (by specified product) with one (1) to five (5) lines where completion date minus application date is nine (9) or fewer days.		Number of orders (by specified product) with one (1) to five (5) lines.

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[24] Interim performance measure. This metric will be removed upon completion of PO-8 metric.

Function:
PR-4 Missed Appointments

Definition:
This metric measures the Percent of Orders completed after the commitment date. **For LNP:** The percent of orders completed on time (not early) **DSL Loops** are considered complete if completed on time on the due date. VZ utilizes serial numbers where CLECs provide them to support on-time performance measures. The use of a DD-2 test or a CLECs 800 # has no impact in the determination of a completed DSL loop. **Trunks:** Includes reciprocal trunks from VZ to CLEC. The percentage of trunks completed for which there was a missed appointment.

Exclusions:
• VZ Test Orders • Disconnect Orders • Verizon Administrative orders • Additional Segments on orders (parts of a whole order are included in the whole) • Orders that are not complete. (Orders are included in the month that they are completed) • Suspend for non-payment and associated restore orders. • LNP orders without office equipment which do not have a trigger order. • For PR-4-04, and PR-4-14 *only* exclude orders missed for facility reasons.

Performance Standard:
Parity with VZ Retail [25] Retail Comparison for IOF is retail DS3 and for EEL is retail DS1 LNP: 95% on Time PR-4-02 xDSL Loop – parity with retail specials DS0 PR-4-04 Dispatch xDSL: 5% PR-4-14 : 95% on Time.

Report Dimensions	
Company: • VZ Retail • CLEC Aggregate • CLEC Specific	Geography: • POTS and Complex: Philadelphia, Eastern-South, Eastern-North, Central, Western and South-State • Specials & Trunks: Pennsylvania State

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[25] % Missed Appointment Customer – No Standard – Not in Control of Verizon

Sub-Metrics				
PR-4-01	**% Missed Appointment – Verizon – Total**			
Description	The percent of orders completed after the commitment date, due to Verizon reasons.			
Products	Retail: • DS0 • DS1 • DS3 • Specials Other • IXC Feature Group D (FGD) Trunks	Resale: • DS0 • DS1 • DS3 • Specials Other	UNE: • EEL • IOF • DS0 • DS1 • DS3 • Specials Other	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Number of Orders where the Order completion date is greater than the order DD due to Verizon reasons for product group.		Number of orders completed for product group.	
PR-4-02	**Average Delay Days – Total**			
Description	For orders missed due to Verizon reasons, the average number of days between committed DD and actual work completion date.			
Products	Retail/VADI: • POTS • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials – Total • DS0 • IXC FGD Trunks	Resale: • POTS • 2-Wire Digital Services. • Specials Total	UNE: • POTS • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials Total • EEL • IOF	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Sum of the completion date minus DD for orders missed due to company reasons by product group.		Number of orders missed for company reasons, by product group.	
PR-4-03	**% Missed Appointment – Customer**			
Description	The percent of orders completed after the commitment date, due to CLEC or end-user delay. (Refer to Appendix B for Customer Miss Codes)			
Products	Retail/VADI: • POTS • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2-Wire Digital Services. • Specials	UNE: • POTS • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • EEL • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Number of orders where the order completion date is greater than the order DD due to customer reasons for product group.		Number of orders completed for product group.	

Sub-Metrics (continued) PR-4 Missed Appointments		
PR-4-04	**% Missed Appointment – Verizon – Dispatch**	
Description	The Percent of Dispatched Orders completed after the commitment date, due to Verizon reasons.	
Products	Retail/VADI: • POTS • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing	Resale: • POTS • 2-Wire Digital Services.	UNE: • Platform • Loop – New • Loop – Hot Cut • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing

Calculation	**Numerator**	**Denominator**
	Number of Dispatched Orders where the order completion date is greater than the order DD due to Verizon reasons for product group.	Number of Dispatched Orders completed for product group.

PR-4-05	**% Missed Appointment – Verizon – No Dispatch**	
Description	The Percent of No-Dispatch Orders completed after the commitment date, due to Verizon reasons.	
Products	Retail/VADI: • POTS • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing	Resale: • POTS • 2-Wire Digital Services.	UNE: • Platform • Loop – Hot Cut • POTS - Other • 2-Wire Digital Services. • 2-Wire xDSL - Line Sharing

Calculation	**Numerator**	**Denominator**
	Number of No Dispatch Orders where the Order completion date is greater than the order DD due to Company Reasons for product group.	Number of No Dispatch Orders Completed for product group.

PR-4-06	**Metric Not in Use in Pennsylvania. Measure moved to PR-9 metrics.**	
PR-4-07	**% On Time Performance – LNP Only**	
Description	Percent of all LNP orders (including the associated retail disconnect orders) where trigger is in place before the frame DD and disconnect is completed after, but on the DD. For LNP *only* orders, the percent of LNP (retail disconnect) orders completed in translation on or after date and time on order. Reported in Aggregate. Orders disconnected early are considered not met.	
Products	UNE: • LNP	

Calculation	**Numerator**	**Denominator**
	Number of LNP orders, where port trigger is completed one (1) day before frame due time (as scheduled on order) and retail disconnect is completed on or after committed time frame.	Number of LNP orders completed.

Sub-Metrics (continued) PR-4 Missed Appointments		
PR-4-08	% Missed Appointment – Customer – Due to Late Order Confirmation	
Description	The percent of orders completed after the commitment date, due to CLEC or end-user delay, where the reason for customer delay is identified as a late order confirmation.	
Products	Resale: • POTS • 2-Wire Digital Services. • Specials	UNE: • Platform • Loop – Hot Cut • POTS – Other • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials
Calculation	Numerator	Denominator
	Number of orders where the order completion date is greater than the order DD due to customer reasons (for late Order Confirmation [MAC = SC]) for product group	Number of orders completed for product group.
PR-4-09 to 4-13	Metric numbers not available in Pennsylvania.	
PR-4-14	% Completed On Time – 2-wire xDSL	
Description	% of 2-wire x DSL services completed on time. Complete per VZ and CLEC. A 2Wire xDSL order is considered completed on time if: For CLECs that provide serial numbers; the order is completed on the due date and a serial number is provided or : For CLECs that do *not* provide serial numbers; Verizon completed the service on the due date.	
Products	UNE • 2Wire xDSL services	
Calculation	Numerator	Denominator
	Number of all orders completed on or before the DD.	Number of completed orders.

Function:

PR-5 Facility Missed Orders

Definition:

This metric measures facility missed orders.

Facility Missed Orders: The Percent of Dispatched Orders completed after the commitment date, where the cause of the delay is lack of facilities.

Facility Missed Orders > 15 or 60 Days: The percent of Dispatched orders missed for lack of facilities where the completion date minus the appointment date is greater than 15 or 60 calendar days.

Facility Missed Orders/Trunks: The percentage of trunks completed after the commitment date, where the cause of the delay was due to lack of facilities.

Exclusions:

- VZ Test Orders
- Disconnect Orders
- Verizon Administrative orders
- Additional Segments on orders (parts of a whole order are included in the whole)
- Orders that are not complete. (Orders are included in the month that they are complete)
- Suspend for non-payment and associated restore orders.

Performance Standard:

Parity with VZ Retail.

Report Dimensions	
Company: • VZ Retail • CLEC Aggregate • CLEC Specific	Geography: • POTS and Complex: Philadelphia, Eastern-South, Eastern-North, Central, Western and South-State • Specials & Trunks: Pennsylvania State

Sub-Metrics				
PR-5-01	**% Missed Appointment – Verizon – Facilities**			
Description	The percent of Dispatched Orders completed after the commitment date, due to lack of Verizon facilities.			
Products	Retail/VADI: • POTS • Specials • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • IXC FGD Trunks	Resale: • POTS • Specials • 2-Wire Digital Services.	UNE: • Loop • Platform • Specials • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing if applicable to process)	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Number of dispatched orders where the order completion date is greater than the order DD due to Verizon Facility reasons for product group.		Number of dispatched orders completed for product group.	

Sub-Metrics (continued) Facility Missed Orders

PR-5-02	% Orders Held for Facilities > 15 Days			
Description	The Percent of Dispatched Orders completed more than 15 days after the commitment date, due to lack of Verizon facilities.			
Products	Retail/VADI: • POTS • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • Specials • 2-Wire Digital Services.	UNE: • Loop • Platform • Specials • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing.	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Number of dispatched orders where the completion date minus DD is 15 or more days for Company Facility reasons for product group.		Number of dispatched orders completed for product group.	

PR-5-03	% Orders Held for Facilities > 60 Days			
Description	The Percent of Dispatched Orders completed more than 60 days after the commitment date, due to lack of Verizon facilities.			
Products	Retail/VADI: • POTS • Specials • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • IXC FGD Trunks	Resale: • POTS • 2-Wire Digital Services. • Specials	UNE: • Loop • Platform • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Number of dispatched orders where the completion date minus DD is 60 or more days for Company Facility reasons for product group.		Number of dispatched orders completed for product group.	

Function:

PR-6 Installation Quality

Definition:

This metric measures the percent of lines/circuits/trunks installed where a reported trouble was found in the network within 30 days of order completion.

Note: For POTS services, the percent of lines/circuits/trunks installed where a reported trouble was found in the network within seven (7) days. This includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). Disposition Code 05 includes translation troubles closed via STARMEM automatically by CLEC. Source: NORD

Exclusions:

- Subsequent reports (additional customer calls while the trouble is pending).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble.
- 2 wire xDSL troubles reported by CLECs that do not participate in cooperative testing.

Formula:

Installation Troubles (within seven (7) or 30 days) with Disposition Codes 03, 04 and 05 divided by Lines completed multiplied by 100

Performance Standard:

Parity with VZ Retail For Found Troubles
For Hot Cut Loops - % Installation Troubles Reported within seven (7) Days: 2%

Report Dimensions

Company:	Geography:
• VZ Retail	• POTS: Philadelphia, Eastern-South, Eastern-North, Central, Western and South-State
• CLEC Aggregate	
• CLEC Specific	• Specials & Trunks: Pennsylvania State

Sub-Metrics

PR-6-01	% Installation Troubles reported within 30 Days
Description	The percent of lines/circuits/trunks installed where a reported trouble was found in Verizon's network within 30 days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).

Products	Retail/VADI:	Resale:	UNE:	Trunks:
	• POTS	• POTS	• POTS – Loop	• CLEC Trunks
	• 2 wire digital services (ISDN)	• 2 wire digital services (ISDN)	• Platform	
	• 2-Wire xDSL Loops	• Specials	• 2-Wire Digital Loops.	
	• 2-Wire xDSL - Line Sharing		• 2-Wire xDSL Loops	
	• Specials		• 2-Wire xDSL - Line Sharing.	
	• IXC FGD Trunks		• Specials	

Calculation	**Numerator**		**Denominator**	
	Number of Central Office and outside plant loop (Disposition Codes 03, 04 and 05) troubles with installation activity within 30 days of trouble report.		Total Lines installed in calendar month.	

Sub-Metrics (continued) Installation Quality

PR-6-02	% Installation Troubles reported within seven (7) Days			
Description	The percent of lines/circuits/trunks installed where a reported trouble was found in the network within seven (7) days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).			
Products	Retail: • POTS	Resale: • POTS		UNE: • POTS – Loop - Total • POTS – Loop Hot Cut • POTS - Platform
Calculation	**Numerator**		**Denominator**	
	Number of Central Office and outside plant loop (Disposition Codes 03, 04 and 05) troubles with installation activity within seven (7) days of trouble report.		Total Lines installed in calendar month.	
PR-6-03	% Installation Troubles reported within 30 Days – FOK/TOK/CPE			
Description	The percent of lines/circuits/trunks installed where a reported trouble was not found in the network within 30 days of order completion. Includes Disposition Codes 07, 08, and 09 (Found OK/Test OK) and Disposition Codes 12 and 13 (CPE).			
Products	Retail/VADI: • POTS • 2 wire digital services (ISDN) • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2 wire Digital Services (ISDN) • Specials	UNE: • POTS – Loop • POTS – Other • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Number of Not Found, Test OK and CPE troubles with installation activity within 30 days of trouble report.		Total Lines installed in calendar month.	

PR-7 Jeopardy Reports

This metric measures the percent of orders, completed or cancelled, identified with a jeopardy condition. CLECs are provided with jeopardy notices, unless they specifically agree or request, in writing, not to receive them. The jeopardy notifications are now available to all CLECs and Resellers in Pennsylvania. These notices are posted twice daily for CLECs to retrieve on the WEB server. All CLECs and Resellers in Pennsylvania currently have these posted.

- VZ Test Orders
- Disconnect Orders
- Verizon Administrative orders
- Additional Segments on orders (parts of a whole order are included in the whole)
- Orders that are not complete or cancelled.

Company:	Geography:
• CLEC Aggregate	• Pennsylvania
• CLEC Specific	

Jeopardy Status Notification:

> Timeliness of notice of jeopardy of Service Order request where a **miss** is known in advance of the due date (missed commitment with new date/time) [26]

- Resale and UNE:
- 100% at least 24 hours before due date with facilities
- 100% at least 48 hours before due date without facilities
- Interconnection Trunks: Two (2) days prior to due date.

% Orders with Jeopardy status: assessed in conjunction with missed appointments.

PR-7-01	% Orders with Jeopardy Status	
Products	UNE: • EEL	
Calculation	**Numerator**	**Denominator**
	Number of EEL orders with jeopardy status.	Total EEL orders completed or cancelled.

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[26] To the extent that VZ has knowledge of a jeopardy condition, notice will be given as soon as it is known on or before committed due date.

Function:

PR-8 Open Orders in a Hold Status

Definition:

This metric measures the number of open orders that at the close of the reporting period have been in a hold status for more than 30 or 90 calendar days, as a percentage of orders completed in the reporting period.

An **open order** is a valid order that has not been completed or cancelled. Open orders in a hold status include:

1. open orders that have passed the originally committed completion date due to VZ reasons; and,
2. open orders that have not been assigned a completion date due to VZ reasons.

Measurement of the 30 and 90 day intervals for open orders that have passed the originally committed completion date due to VZ reasons will commence with such passed originally committed completion date (passed originally committed completion date = Day 0). Measurement of the 30 and 90 day intervals for open orders that have not been assigned a completion date due to VZ reasons will commence with the application date (application date = Day 0).

Exclusions:

*   VZ Test Orders.
*   Disconnect Orders.
*   Verizon Administrative orders.
*   Additional segments on orders (parts of a whole order are included in the whole).
*   Orders that are complete or cancelled.
*   Suspend for non-payment and associated restore orders.
*   Orders that have passed the committed completion date, or whose completion has been delayed, due to CLEC or end user delay. (including VZ requests for cancellation)
*   Orders that at the request of the CLEC or VZ Retail customer have not been assigned a completion date.

Performance Standard:

Parity with VZ Retail.
2W xDSL retail compare is Specials DS0.

Report Dimensions	
Company	Geography:
• VZ Retail	• POTS: Philadelphia, Eastern-South, Eastern-North, Central, Western and South-State
• CLEC Aggregate	
• CLEC Specific	• Specials & Trunks: Pennsylvania State

Sub-Metrics				
PR-8-01	**Open Orders in a Hold Status > 30 Days**			
Products	Retail/ VADI: • POTS • 2–Wire Digital Services • 2–Wire xDSL Loops • 2–Wire xDSL - Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2-Wire Digital Services • Specials	UNE: • POTS • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials • EEL • IOF	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Number of open orders that at the close of the reporting period have been in a hold status for more than 30 days.		Total number of orders completed in the reporting period.	
PR-8-02	**Open Orders in a Hold Status > 90 Days**			
Products	Retail: • POTS • 2–Wire Digital Services • 2–Wire xDSL Loops • 2–Wire xDSL - Line Sharing • Specials • IXC FGD Trunks	Resale: • POTS • 2-Wire Digital Services • Specials	UNE: • POTS • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials • EEL • IOF	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Number of open orders that at the close of the reporting period have been in a hold status for more than 90 days.		Total number of orders completed in the reporting period.	

Function:
PR-9 Hot Cut Loops

Methodology:

This metric measures the percent on-time performance for UNE Hot Cut Loops.
A Hot Cut is considered **complete** when the following situation occurs:

Work is done at the appointed Frame Due Time (FDT) as noted on the LSRC or the work is done at a time mutually agreed upon by the RCCC/CLEC. The time is either within a prescribed interval as noted in the C2C guidelines, or it is a mutually accepted interval agreed upon by Verizon and the CLEC (*e.g. project completes by a certain date*).

Note: If Verizon re-institutes the acceptance testing process, the percent on time measure will include the time it takes to complete acceptance testing.

A Hot Cut is considered **missed** when one of the following occurs:

1. Premature disconnect called in to 1-877-HotCuts (otherwise the disconnect would be captured as a Retail trouble).
2. Work was not done (*e.g. work was not turned up to CLEC by some means (e-mail, VMS, direct phone call)*) by close of intervals noted under *Met Hot Cuts* definition due to a Verizon reason (*e.g. HFC, late turn-up, due date pushed out due to Verizon action*).

Exclusions:

- VZ Test Orders
- Verizon Administrative orders
- Additional segments on orders (parts of a whole order are included in the whole)
- Orders that are not complete. (Orders are included in the month that they are complete)
- If a CLEC cancels an order before the start of a Hot Cut window and VZ performs the Hot Cut, this VZ error will result in a retail trouble report and need not be reflected elsewhere.
From PR-9-09 % Supplemented or Cancelled Orders at Verizon Pennsylvania request:
- Hot Cuts where no CLEC dial tone was found on DD-2 test and the CLEC was notified of problem
- Hot Cuts where CLEC dial tone was found on DD-2 test and not present on the DD.

Performance Standard:

Hot Cuts:
PR-9-01: 95% completed within window
PR-9-02 through PR-9-10: No Standard established
Standard for Cut-Over Window: Amount of time from start to completion of physical cut-over of lines:
        one (1) to nine (9) lines: one (1) Hour
        10 to 49 lines: two (2) Hours
        50 to 99 lines: three (3) Hours
        100 to 199 lines: four (4) Hours
        200 plus lines: eight (8) Hours
If IDLC is involved – Four (4) hour window (8:00AM to 12:00PM (Noon) or 1:00PM to 5:00PM)[27]. Four (4) hour window applies to start time.

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific	• POTS: Philadelphia, Eastern-South, Eastern-North, Central, Western and South-State

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[27] Only applicable if Verizon Pennsylvania notified CLEC by 2:30PM Eastern Time on DD-2 that the service was on IDLC

Sub-Metrics – Hot Cut Loops	
PR-9-01	**% On Time Performance – Hot Cut**
Description	Percent of all UNE Loop orders completed within the cut-over window. Start time specified on LSR. For UNE Loops, includes both Loop only and Loop & Number Portability. Orders disconnected early are considered not met.
Products	UNE: • Loop – Hot Cut (Coordinated Cut-over)

Calculation	**Numerator**	**Denominator**
	Number of Hot Cut (coordinated loop) orders (with or without number portability) completed within commitment window (as scheduled on order) on DD.	Number of Hot Cut (coordinated loop orders) completed.
Description	Percent of all UNE Loop orders completed within the cut-over window. Start time specified on LSR. For UNE Loops, includes both Loop only and Loop & Number Portability. Orders disconnected early are considered not met. **Note:** Also includes lines on orders cancelled by CLEC during or after a Defective Cut.	
PR-9-02 through PR-9-07	**Metrics not in use in Pennsylvania.**	

Sub-Metrics – Hot Cut Loops (Continued)

PR-9-08	Average Duration of Service Interruption	
Description	The average repair time (Mean Time to Repair - MTTR) for troubles called in to the 1-877-HotCuts line (Installation troubles)	
Calculation	**Numerator**	**Denominator**
	The sum of the trouble clear date and time minus the trouble receipt date and time for Central Office and Loop troubles (disposition codes 03, 04, and 05 (Specials excludes stop time)) for HotCut Installation troubles reported within seven (7) days.	Number of Central Office and Loop troubles (disposition codes 03, 04, and 05) for HotCut Installation troubles reported within seven (7) days.
PR-9-09	% Supplemented or Cancelled Orders at Verizon Pennsylvania Request	
Description	Percent of orders supplemented or cancelled by CLEC at the request of Verizon Pennsylvania as a percent of total Hot Cut orders.	
Calculation	**Numerator**	**Denominator**
	Number of Hot Cuts cancelled or supplemented at VZ Request.	Number of Hot Cut orders completed plus cancelled orders.